

Appendix A: Customer/Stakeholder Interview Summary

Early in the planning, the senior team decided to solicit input from key DTI stakeholders: key customers, partners, supporters and employees. While we did solicit general concerns and suggestions through the IRM Council, we decided to leave detailed customer feedback to the subsequent work of the new Customer Care Center.

As we polled legislators, IRMs, TIC members, the Budget Office, the Controller General, and the Governor's staff, nearly everyone believes that the majority of the 2001 e-Volution Task Force recommendations to the legislature that led to the establishment of DTI have either been accomplished or are well along the path to fulfillment. These **strengths and accomplishments** include:

- the establishment of an effective state CIO position;
- a strong working relationship of the Technology Investment Council with DTI to evaluate the merits of large projects;
- DTI's development into an effective general contractor and project manager for large technology investments in the state;
- the effective creation of a new performance management and compensation structure to help DTI in attracting and retaining the best employees;
- the establishment of and close DTI partnership with the Technology Investment Council to evaluate the merits of state technology investments; and,
- the development of stronger partnerships with the customers whom DTI serves.

While the above accomplishments represent bold steps of which DTI and our partners can be proud, we are also aware that they are all "works in progress" and will continue to receive our attention and efforts.

Our stakeholders are also suggesting **key areas for improvement** and particular ongoing efforts:

- continue to clarify the focus of the TIC, especially around how it should assist in the prioritization of technology projects;
- work to "level the playing field" between the technological "have" and "have not" agencies;
- strengthen the partnership with IRMs and better involve the IRM Council in technology planning; and,
- push forward with plans and efforts to actively set technology standards for the state.